

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L7	7	(recommendation near2 database) near5 improv \$6	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 16:17
L9	1	10/643353.app.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L10	1	((PATRICK) near2 (STAMM)).INV.	US-PGPUB; USPAT; USOOCR	OR	ON	2009/03/25 17:59
L11	0	((JOCELYN) near2 (LITTLETON)).INV.	US-PGPUB; USPAT; USOOCR	OR	ON	2009/03/25 17:59
L12	0	((MICHELLE) near2 (FRINK)).INV.	US-PGPUB; USPAT; USOOCR	OR	ON	2009/03/25 17:59
L13	1	"20020173934".pn.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L14	1838	Bellsouth.as.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L15	862	customer near survey	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L16	496637	"70".\$clas.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L17	608	L15 and L16	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59

L18	1	(“6037934”).PN. OR (“7065494”).URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L19	10	(“4345315”   “5510828”   “5893075”   “5923247”   “5926794”   “6065679”   “6102287”   “6502745”).PN. OR (“6970831”).URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L20	10	(“20010044809”   “20020065926”   “6301586”   “6330710”   “6381604”   “6442714”   “6564259”   “6625647”   “6647410”).PN. OR (“6889230”).URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L21	7464	customer near satisfaction	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L22	470	customer near evaluation	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L23	81	customer near satisfaction same recommendation	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L24	153	customer near satisfaction same recommends	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L25	586	(customer consumer) with (evaluat\$3 satisfaction feedback rate rating rank ranking score scoring) with (product service employee) same (comment recommend \$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L26	36	(“3995254”   “4093821”   “4345315”   “5041972”   “5077785”   “5179624”   “5278751”   “5294781”   “5305196”   “5315093”   “5331544”   “5384894”   “5401946”   “5444820”   “5537618”   “5550746”   “5623581”   “5636285”   “5644727”   “5758257”   “5822744”   “5845256”   “5875110”   “5875437”   “5913019”   “5953707”   “6026387”   “6151582”).PN. OR	US-PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59

		(“6574614”).URPN.				
L27	56	(“4996642”   “5550746”   “5717865”   “5717923”   “5721832”   “5731991”   “5754850”   “5754938”   “5872850”   “5884282”   “5890175”   “5897639”   “5913202”   “5937389”   “5950172”   “5970473”   “6029195”   “6038554”   “6041311”   “6049777”).PN. OR (“6236990”).URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L28	1940	(customer employee) with (service performance) with (feedback evaluation)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L29	516	customer near service with (feedback evaluation)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L30	37	(“5991595”   “6052512”   “6259890”   “6442370”   “6539404”   “6615182”).PN. OR (“6754874”).URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L31	24	(“3995254”   “4093821”   “4345315”   “5041972”   “5077785”   “5179624”   “5278751”   “5294781”   “5305196”   “5315093”   “5331544”   “5384894”   “5401946”   “5444820”   “5537618”   “5636285”   “5758257”   “5822744”).PN. OR (“6026387”).URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L32	11	(“4345315”   “5041972”   “5331544”   “5521814”   “5630069”   “5675662”   “5822744”   “6026387”).PN. OR (“6952679”).URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L33	37	(“5991595”   “6052512”   “6259890”   “6442370”   “6539404”   “6615182”).PN. OR (“6754874”).URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59

L34	18	({"20020184148"   "20030154098"   "20030182178"   "20030216957"   "5706452"   "5819231"   "6236996"   "6269355"   "6275812"   "6321206"   "6338042"   "6347306"   "6487552"   "6604084"   "6741993"   "6754874"   "6853975"), PN, OR ("7082404").URPN.	US_PGPUB; USPAT; USOCR	OR	ON	2009/03/25 17:59
L35	120	(employee personnel) with (service performance) with (feedback evaluation) with (customer buyer consumer)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L36	177	(employee personnel) with (service performance rating ranking) with (feedback evaluation survey) with (customer buyer consumer)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L37	1	(employee) near5 (evaluation) near10 (trend pattern)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 17:59
L38	295	(employee worker personnel agent operator laborer staff associate analyst) near5 (evaluat \$4 apprais\$3 assess\$5 grade\$1 grading rate\$1 rating) and ("score card" scorecard)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L39	237	(employee worker personnel agent operator laborer staff associate analyst) near5 (evaluat \$4 apprais\$3 assess\$5 grade\$1 grading rate\$1 rating) and ("score card" scorecard) and (pattern trend progress\$3)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59

L40	173	(employee worker personnel agent operator laborer staff associate analyst) near5 (evaluat \$4 apprais\$3 assess\$5 grade\$1 grading rate\$1 rating) and ("score card" scorecard) and (pattern trend progress\$3) and (feedback comment\$3 coach\$3 suggest\$4)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L41	2403	(feedback comment\$3 coach\$3 suggest\$4) near2 database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L42	1226	(feedback comment\$3 coach\$3 suggest\$4) near database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L43	633	(feedback comment\$3 coach\$3 suggest\$4) adj database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L44	477	(feedback comment\$3 coach\$3) adj database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L45	5	(coach\$3) adj database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L46	264	feedback adj database	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L47	86	feedback adj database and (evaluation)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59
L48	45	recommendation adj database and (evaluation)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; IBM_TDB	OR	ON	2009/03/25 17:59

L49	1	fethe.in.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 17:59
L50	514	((automat\$6) near5 (feedback comment)) near10 (performance quality accomplishment)	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 17:59
L51	3	((automat\$6) near5 (feedback comment)) near10 (performance quality accomplishment) and 705/11.ccls.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 17:59
L52	16	((automat\$6) near5 (feedback comment)) near10 (performance quality) near5 (evaluat \$4)	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 17:59
L53	773	705/11.ccls.	US-PGPUB; USPAT; USOOCR; FPRS; EPO; JPO	OR	ON	2009/03/25 18:03

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